

COMMUNITY SERVICES HIGHLIGHTS AND SIGNIFICANT ISSUES REPORT – AUGUST 2011

Author: DIRECTOR COMMUNITY SERVICES

Purpose

To review Community Services Department highlights and significant issues for the month ending 31 August 2011

Background and Discussion

Highlights and Significant Issues for August 2011 are as follows: -

COMMUNITY SERVICES HIGHLIGHTS

- Another extremely successful Northern Beaches Day was held despite challenging weather.
- A group of students from Matsuura arrived to spend a week with host families. A fabulous time was had by all with the students taking many fond memories of Mackay back to our sister city, Matsuura.
- The online survey for the Community Plan closed with 624 surveys having been completed. The ability to do the survey on-line proved to be very successful and gleaned some important results and conclusions for the consultant to work with.
- Seniors Directory 2011 - 3000 copies of the Seniors Directory 2011 have been received from the printer. Almost 1000 have already been distributed. Copies are available from the CD office, free of charge.
- The BHP Billiton Cannington Mine North Queensland Sports Development Bursaries were presented this month, to Kiredin Duffy (Soccer) and Carter Jewell (Cycling). Each of the athletes received a \$750 cheque and specially embroidered sports jacket in recognition of their sporting achievements. The awards were presented by the Mayor and Cr Steindl.
- The Sugar Shed was featured on the Channel 7 Weekender show on Saturday 20th August and replayed on Seven Two on the 27th August
- The MECC is experiencing rapid growth in ticket agency sales, becoming the Mackay Cutters ticketing agent for Cutters games at the new Virgin Australia (Mackay) Stadium. The success of this ticketing venture has seen Palmyra Dragway come on board and the MECC is now selling tickets for Palmyra. In addition the Centre ticketed the inaugural BMA Charity Ball at Moranbah, and discussions are taking place regarding the Centre selling Basketball tickets also. Additionally the Centre ticketed the performances of "Sweet Charity" at the CQU Conservatorium.

COMMUNITY SERVICES MANAGEMENT

- Portfolio Councillor Community Facilities and Director Community Services completed staff sessions to discuss the Council budget with various community services program teams.

- Discussions held with the Welcome Centre sub committee to progress plans for the establishment of a centre in Mackay.
- Council briefing held on the learning's collected from the trip to Victorian and South Australian joint use libraries.
- Further meetings held with the Department of Education and Training regarding the development of the new Northern Beaches High School.
- Initial meetings held with consultants from Libraries Alive who are undertaking a detailed review of the Mackay Regional Council library service.
- Mayor, Portfolio Councillor Community Facilities and Director Community Services showed the Tidy Towns judge through the improvements made to lighting at the MECC.
- Meeting held with Dalrymple Bay Coal Terminal to discuss ways Council and the terminal could work together on projects throughout the region.

COMMUNITY DEVELOPMENT AND LIBRARIES

Management

- Interviews held for position of Resilience Officer. The successful applicant was Amanda Laverack who also commenced her employment in August.
- Regular meetings continued with DET regarding the proposed joint use library/community hub in the Northern Beaches
- Consultants from "LibriesAlive" in Canberra commenced a Review of our library service. As part of this, the consultants were taken to visit each of our libraries and appointments were made to interview a large number of staff. A preliminary report has been received and a benchmarking exercise has commenced.

Community Development

Community Development

- The Homeless Project Team is putting together a Homelessness Action Plan for Mackay which should be complete within 12 months. The Mackay region's homelessness figures are estimated at 5 times the national average and increasing.
- Community Development officers are part of a subgroup working towards getting a Drop In Centre for Mackay to cater for women and children sleeping in cars, young people and singles. It is envisaged the centre will be manned during the day and be a place to go for information, basic first aid, a shower, obtain a meal, however it will not have sleeping accommodation.
- A Good Access is Good Business Project and a project focused on inclusion of people with disability in mainstream activities of local sport and recreation groups continue to be the focus of work from the Access and Equity Advisory committee.
- The All Abilities Expo is to be held at PCYC on Sunday, 18 September.

Locality Development

- Locality Development Officer has been attending fortnightly meeting with DET and community representatives as a member of the Northern Beaches High School Reference Group. Current discussions and consultations surround the naming of the school and shared use of facilities on the campus.
- Northern Beaches Community Network held its bi-monthly meeting at the Eimeo Rd SS on August 3. Issues to note from this meeting: community concern over traffic and road conditions in the vicinity of the school. The group also viewed the Northern Beaches Smart Growth Plan

- Northern Beaches Community Day held at Seaview Park, Bucasia Esplanade, Sunday 28 August attended by approx 600 people. Sponsorship received from Porters, Pointglen Developments, Plantation Palms and Jan Jarratt MP enabled many free amusements to be provided for residents. There was also much community interest in the NB Smart Growth Plan.
- Meeting of the Mackay Child Friendly Community Action Group of which LDO is the chair.
- Funding submission made to Optus for Children's Week event.
- Andergrove Community Group met at the Andergrove Community Centre for its monthly meeting on 31 August. Bunnings staff was present to educate members about gardening in smaller spaces, being mindful of physical limitations that some older people may have. This was specifically targeted at members who have transitioned from the family home to a retirement village or downsized to unit living. Members were also addressed by Mandy Lavarack, Resilience Project Coordinator, and asked to complete an Emergency Management Survey.
- Schools Info kit from Corp Comms distributed to the schools and childcare centres that have afterschool and holiday care programs.
- EOI kit for Pre-Prep Playschool project information forwarded to all the schools that have a Prep class. Interest shown by St John's at Walkerston at this point. The program will be setup in conjunction with Playgroup Qld.
- Assistance provided to Walkerston Neighbourhood Centre Group to undertake a Senior Bus Tour during seniors week. Residents from Walkerston toured the Sarina Sugar shed, Field of Dreams which was followed by lunch at the Sarina RSL. Tour participants also took the opportunity to visit the Dalrymple Bay lookout.
- In collaboration with Tropical Regional Services the Locality Development Officer is developing a healthy children resource. The resource will contain information for parents to assist in keeping children active and healthy.

Multicultural CAMS

- Multicultural CAMS Officer attended the Census Help night at Yamadi HACC on Tuesday 9th August. Yamadi was open for the Aboriginal, Torres Strait Islander and Australian South Sea Islander community to access assistance to complete their Census forms.
- Multicultural CAMS Officer met with Council's Festival & Events Producer and President of MADASSIA to discuss plans for next year's Global Grooves. In the lead up to 2013 which marks the 150th year since indentured labour began in Australia, Global Grooves will focus on Australian South Sea Islander culture. The ASSI community will raise funds to contribute to the cost of performers from Vanuatu and the Solomon Islands.
- Multicultural CAMS Officer met with the "CALD Swap It" working group. Ethnic Community Council Queensland is currently recruiting a Multicultural Health Worker for the ASSI Community. The Multicultural Health Worker will be employed to present healthy lifestyle sessions to the ASSI Community.
- On 25th August Multicultural CAMS Officer held a morning tea at the Lagoons Meeting House to acknowledge the Federal Government's recognition of the ASSI community as a unique cultural group. About 20 community members attended the morning tea.
- Multicultural CAMS Officer has been working with the Mackay ASSI Recognition Working Group to organise the Recognition Dinner which will be held Saturday 3rd September. The working group is expecting in excess of 250 guests from Mackay and other areas. The weekend will begin with a service at the Farleigh SDA Church, a short bus tour of culturally significant sites on Saturday afternoon and on Sunday there will be an open day at the Lagoons Meeting House.

Youth Development

- Mackay Youth Connection Network members attended a professional development opportunity delivered by Leda Barnett. Leda is an Indigenous Psychologist who has worked on a number of research projects, the most recent being Indigenous suicide in the Mackay community. Leda presented on engaging with Indigenous young people. She discussed the fundamentals of engaging individuals, families, Elders and the Indigenous community to increase successful outcomes for Indigenous young people and ultimately benefiting the community as a whole.
- Youth Drive Alive presentations in partnership with DTMR were this year held at Holy Spirit College and Mackay North State School.
- Valley District Youth Council have begun planning for major events including Christmas Tree Lighting, Pinnacle Playhouse productions, and 2012 events including Australia Day, River Rock to Mountain Top, Heritage Fair, Relay for Life.
- Youth Development Officers have begun discussing how best to develop a Regional Youth Council.

Rural Engagement

- Calen Springfest, "Music on McIntyre" is to be held on September 17. Assistance has been provided to the working group of Calen residents, to ensure smooth running of the event.
- The second Seniors Lifestyle Expo was held on Friday 26th August in the Senior Citizens Centre in Macalister Street. Almost 80 exhibitors participated in the event, and approx 800 people took advantage of the opportunities to gather information about activities, events, and services available to older residents.
- Marian Community Working Group has met to further the issues raised in the recent public forum. The group has also met with the developer of the new town centre (shopping centre) to provide them with the views of Marian and district residents.

Libraries

General

- The Mobile Library was not operating for seven days during August due to a mechanical fault with the prime mover.
- A people counter has been fitted to the mobile library and 807 people visited the library over the last eight days of August.
- The mobile library attended the Northern Beaches Community Day on 28 August 2011. This is a popular event where 117 people visited the library and seven people joined the library.

Young People's Services

- The theme of Book Week 2011 was One World, Many Stories. All libraries displayed the award winning and short listed titles which are decided each year by the Children's Book Council of Australia. The purpose of CBCA is to highlight the excellent efforts of Australian authors and illustrators and to instil in children a love of reading.
- All the libraries celebrated a very successful week with lots of activities and competitions.
- The West Mackay State School library monitors made their annual visit to Gordon White library. The Learning and Outreach librarian gave a demonstration of using the Online catalogue and Bolinda eAudiobooks. The 12 students had a busy and enjoyable morning.

Statistics

Event	Previous year	Current year
Storytime	1236	1259
Baby Bounce	187	224

- Express use computers were utilised 1012 times at Mackay City and Gordon White Library. 449 hours of Wireless internet was consumed at library branches with wireless hotspots. Out of the 37,000 website visits during August 25,000 were to access the online Catalogue.

Information Requests	Previous year	Current year
Ask a Librarian Queries	15	11
Interlibrary loans – Requests placed	151	164
Interlibrary loans – Requests received	54	98

Heritage Collection Room	Previous year	Current year
Total Users	77	95
Research Enquiries * up to 1 hr research required	4	18
Microfilm Reader Bookings	57	68
Total images collected – “Digitising the Decades” project	–	190

Membership and loan statistics

New members

Library Branch	Previous Year	Current Year
Gordon White Library	150	178
Mackay City Library	183	160
Mirani Library	20	8
Mobile Library	35	18
Sarina Library	41	36
Walkerston Library	29	12

Loans

Library Branch	Previous Year	Current Year
Gordon White Library	27503	32222
Mackay City Library	30593	24607
Mirani Library	3045	2768
Mobile Library	4657	3406
Sarina Library	5028	4864
Walkerston Library	2723	2559

Visitors

Library Branch	Previous Year	Current Year
Gordon White Library	12580	12552 -
Mackay City Library	12278	12368 -
Mirani Library	1803	1782
Sarina Library	4170	3968 -
Walkerston Library	N/A	3602

Museums

Pioneer Valley Museum at Mirani

- Sugar Strike display completed and erected in City Library
- 5 Friends attended the 2011 Museums and Galleries State Conference held at the MECC
- 6 Friends attended the Master Class sessions on the Saturday of the conference
- Two Friends attended the Pioneer Valley Tourism and Development Association meeting on 25th
- Sugar Strike display dismantled on 31st August and part of the display taken to Greenmount for re-display

Sarina Historical Society and Museum Inc

- 4 volunteers have been working on the electoral roll from 1903 to 1954 through Ancestry.com to find people who either owned businesses or worked in businesses in Sarina.
- A few people both former and present firefighters have approached the Historical Centre to see if they could restore the fire engine.

Visitor Numbers

- 202 adult visitors in August and 7 children

Greenmount Homestead

Visitor Numbers

- Total visitors for the month = 168. This figure includes 79 students and a group from Blue Care

RECREATION SERVICES

Management / Sport and Recreation

- Sport and Recreation Co-ordinator met Manager Mackay Sporting Wheelies and Disabled Association to bring them on board as the 2012 sponsoring body for the 'Sports Expo and Sign-On Day'
- Sport and Recreation representatives attended the bi-monthly Mackay Physical Activity Reference Group meeting this week.
- Sport and Recreation Co-ordinator attended a Sarina Skate Park Committee meeting, with the group keen to be involved in the Brewers Park Master Planning process that

commenced on August 16. Brewers Park is the proposed location of the new skate park in Sarina.

- The Healthy Communities Initiative application was submitted this month. 48 pages, plus numerous letters of support were submitted. This was a joint application by the contributing members from Recreation Services and Community Development along with help from Councils Grants Officer. Feedback should be received by the end of September whether the application was successful or not. Total grant value: \$566,042 (100% funding).
- Two days were spent this week beginning the Master Plan for the Brewers Park Sporting Precinct in Sarina. The consultant from Sporting Advantage spent the time speaking with relevant Council representatives on topics such as community need, waste and water issues, strategic planning moving forward in the Sarina area, as well as meeting with all the current user groups and two potential new groups in Sarina.
- Sport and Recreation Co-ordinator and Officer, Activities and Programs Co-ordinator and Aquatics Administration Officer attended this month's Health and Wellbeing Committee meeting at Council. Sport and Recreation Officer was elected as new Chair. Activities and Programs Co-ordinator is chairing the sub-committee for the Health and Wellbeing Expo.
- Sport and Recreation Co-ordinator, Sport and Recreation Officer and Activities and Programs Co-ordinator participated in the QLD Governments 'Super Sports Sign-On Day'. 17 sports were present with around 350 – 400 members of the public attending. 12 families signed on to the 'Learn to Swim Program' as a result of this involvement.

Media / PR

- The upcoming Austswim course was highlighted in print media.
- Council's Bluewater Lagoon 'message on hold' received an overhaul.
- The re-opening of the Bluewater Lagoon was highlighted in print media.
- The Active...in the City Program was again highlighted in print media.
- Two students were presented with their BHP Billiton Bursaries. The story was covered by print media.

Aquatic Facilities

Bluewater Lagoon

- The facility re-opened to the public on Monday 8 August after a successful completion of maintenance activities.
- The upper mesh screens surrounding the public amenities have been painted.
- The timber decking between the toddlers and middle pool, also on the approach to the water slide, has been given a fresh coat of heat reflecting paint.
- The yellow lifeguard tower has been positioned on the river side of the upper lagoon.
- Painting touch-ups have been done in the public amenities.
- A season planning meeting took place involving staff from Council and SLSQ.
- Outstanding project defects were completed during the shutdown period.
- The Cafe fly screens were installed.
- The top lagoon's water level was lowered so that a successful repair could be undertaken to the Quartzon surface.

Memorial Pool

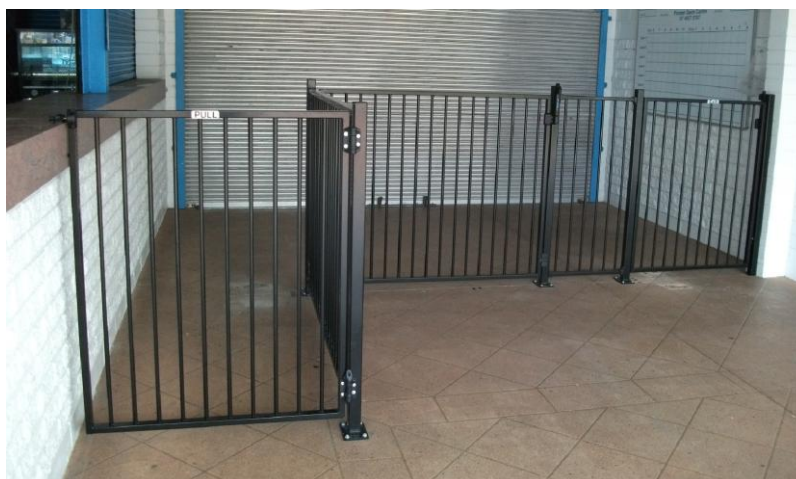
- Bookings: 3 x water polo training sessions
1 x careflight training session
4 x school bookings
2 x community group sessions
- The Air Cadets came in and participated in their own program.

- A new low-cost outdoor fitness area was created on the western side of the grounds.



Pioneer Pool

- Remaining maintenance matters were successfully finalised.
- New entrance gates were installed.



Programs

- Learn to Swim lessons term 3/2011 began at the Memorial Swim Centre, this is a short term designed to refresh swimmers skills after the winter break.
- The new booking procedure was developed and circulated to operational staff members.
- All 2011 classes were entered into the LINKs system with bookings being confirmed and taken for the upcoming season.
- A pre-season meeting was held with all program staff on the 10th August, with Safeplan being rolled out to all program staff.
- 7 schools have booked in to Term 4 for the Swim and Survive program, this is the highest number to date to have ever booked into a single term.
- Meetings have been held with Corporate Communications in regard to the development of LTS welcome packs, which will also include information about all the Councils aquatic facilities.
- Discussions were held with Mackay District Special School, with regard to program staff completing Nominal training hours with students from the school, so that the practical assessments can be completed by staff with regard to the recent AUSTSWIM disabilities course.
- Equipment was purchased for the upcoming swim season from VICI.
- Cabling work began in preparation for the moving of all IT equipment to the new office in September.

- Work was completed in the main multipurpose room at the Pioneer Swim Centre, this room is now available to be hired out to the general public.



- The majority of the outside work was completed on the club house building, with only the fitting of new screens to be completed.
- Work began on the new office area and will be completed in early September with the arrival of furniture from Bedford Road Depot and relocation of existing office equipment.
- Promotions and Activities coordinator presented an AUSTSWIM TSW (teacher of swimming and water safety) course in Mackay on the weekend of 20th/21st August, this course was well attended with 18 participants.
- Promotions and Activities coordinator attended the State Governments Sports and Rec's super sign on day to promote facilities and programs run by council.
- A grant application was submitted for the erection of an undercover dry land training area to be placed at the Pioneer Swim Centre.
- Sponsorship proposals were sent out to local businesses for the upcoming 2011/2012 Big Splash event which will be held on Saturday 26th November 2011.
- Theiss have come onboard as a Silver sponsor for the event, with discussions still being held with others in regard to becoming a Gold sponsor for the event.

Mirani Pool

- The facility is closed for annual maintenance and scheduled to re-open in September for the start of the 2011/2012 swimming season.
- A list of maintenance and capital suggestions was received from the Lessee for Council's consideration.
- Opening date and hours were confirmed. The facility is scheduled to re-open on Monday 5 September with the following opening hours:
Monday to Friday: 6am - 6pm Saturday and Sunday: 8am - 6pm

Sarina Pool

- The facility is closed for annual maintenance and scheduled to re-open in September for the start of the 2011/2012 swimming season.
- Sarina Pool and amenities have been cleaned for the much anticipated arrival of the new lessee.
- The new lessee (Elisha Hunt) for the Sarina Pool was officially appointed, after Council adopted the Sarina Pool Lease report.
- Contractual matters were discussed on Monday with the new Lessee involving Onno and representatives of Councils Procurement and Plant Program.

- Opening date and hours were confirmed this week. The facility is scheduled to re-open on Monday 5 September with the following opening hours: (*excluding closure for Sarina State High School activities)
Monday to Friday: 6am - 6pm Saturday and Sunday: 8am - 6pm
- Colleen has been doing some great work to the pool and kiosk.
- Onno and Rob met with the Pool's new lessee on Friday to discuss the 2011/12 season's operations.
- The handover process to the new lessee, Elisha Hunt, is proceeding with Colleen passing on her knowledge of the Pool and Plant.
- Shane Morris from Curtis Maintenance Solutions, the supplier of the pool chemicals, met Elisha at the facility on Friday to discuss chemical supply arrangements.
- Colleen Burt has been very helpful in passing on her knowledge of the pool, plant and clientele to the new management of the facility.

The following customers have attended the Aquatic Facilities for August 2011:

Bluewater Lagoon*

Type of Customer	Bluewater Lagoon August 2010	Bluewater Lagoon August 2011
Children's Lagoon	844	927
Middle Lagoon	1,166	876
Upper Lagoon	546	1,037
TOTAL IN WATER CUSTOMERS	2,556	2,840
TOTAL PRECINCT (non-swimmers)	3,528	3,461
GRAND TOTAL	6,084	6,301

* Source: Lifeguard Statistics - Monthly Reports August 2011- Visitations PDF by Surf Lifesaving Queensland (SLSQ)

Memorial Pool**

Type of Customer	Memorial Pool August 2010	Memorial Pool August 2011
Persons 15 years or older	736	724
Children from 3 years to persons under 15 years	186	175
Pensioner	80	44
TOTAL	1,002	943
Multi Visit Pass (persons 15 years or older)	79	73
Total Kiosk Revenue	\$1,387.00	\$1,851.60

** Source: Monthly Reconciliation Spreadsheet (Microsoft Excel)

Revenue Received:**

Type of Customer	Memorial Pool	
	August 2010	August 2011
Actual Gate	\$6,249.50	\$5,944.00
Season Tickets	\$2,860.00	\$2,475.00
Miscellaneous	\$1,593.60	\$1,847.30
TOTAL	\$10,703.10	\$10,266.30
Multi-visit pass sales component of Actual Gate	\$2,370.00	\$2,336.00

** Source: Monthly Reconciliation Spreadsheet (Microsoft Excel)

PROPERTY SERVICES

Management

- Attended Mackay Public Transport Services Plan presentation by Department of Transport and Main Roads.
- Participated in meetings to commence refurbishment of the Sir Albert Abbott Administration Building reception area.
- Continuation of work to ensure that the Cultural Change, Logistics, Communication, service provision and building fitout aspects of the Paget Depot Project were on line for completion prior to operations commencing on the 12 September 2011.
- Attended meeting with representatives from DERM and the Queensland Heritage Council to discuss the Mackay War Memorial.

Property Services

- Air conditioning servicing and maintenance tender closed and scheduling evaluation requirements.

Technical Officer

- Council approved tender for Macarthur St housing project. Contracts to be signed on the 1st Sept
- Paget Depot handed over. Inductions and relocation stages commenced.
- Review of fire maintenance tender in progress. Additional queries forwarded to contractors
- Review of fire panel quotation in progress. Additional queries forwarded to contractors
- SPCA site demolition works completed, contractor has provided all required documentation and received final signoff

Asset & Lease Officer

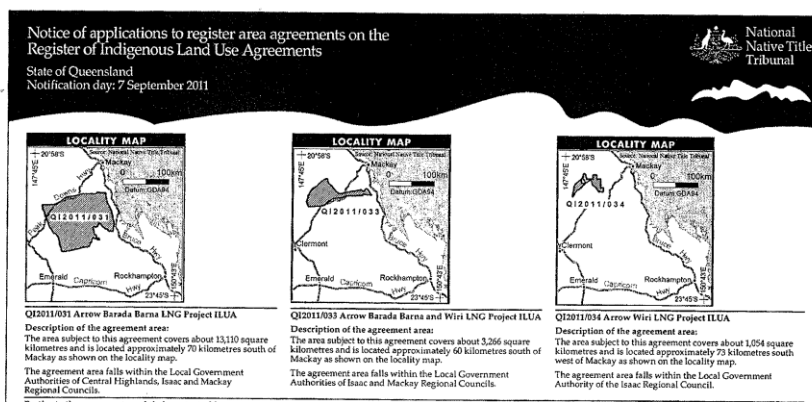
Program Staff are currently dealing with 22 leases

- Glenella Hall, Hill End Road – Report in process of being prepared – awaiting Land Management Plan from Mackay LAC
- Lighting issues for Mackay Touch Association
- Following up on expired leases
- Nebia-Coningsby Rd Dumbleton – no submissions were tendered
- Dows Creek Hall – Report in process of being prepared – awaiting Land Management Plan from Association
- Eungella Community Progress Assoc – Report in process of being prepared – awaiting Land Management Plan from Association
- Optus Telecommunication Tower – 80 Celeber Drive, report in process of being prepared
- C & JC Camilleri and AJK – Leases to stockpile sand near river, Camilleri's were never placed on original lease, this lease expires April 2012, will instigate a new joint lease
- Mackay Contract Bridge Club – Lease expired 30/06/2009, wrote to club, awaiting written confirmation that they want to continue with a new lease
- Awaiting advices from Mackay Cricket Association that they will be surrendering their lease within the Casey Ave Sporting Precinct

Property Co-ordinations

Land Dealings

- National Native Title Tribunal Application lodgement advice received for areas approximately 70 km south east of Mackay and 60 kms south of Mackay. Solicitors Gilkerson Legal continues to act on behalf of Councils in respect to claims.



- Victoria Street, Mirani water main easement
- Gorge Road, Finch Hatton Road Realignment
- O'Sheas Road realignment and BL Creek bridge replacement
- Victoria Street, Mackay turnaround
- Program staff are currently dealing with 23 land dealings and 7 Easements

Sarina Sugar Shed

- Visitor numbers remain very steady with tour numbers well short of what they normally are during this time of the year. Most visitors travelling from the north, are expressing frustration at the signage on the Bruce Highway directing them around the road works.
- We have been contacted by the Sydney Royal Wine, Dairy and Fine Food Shows as a previous medal winner at this show with the opportunity to have our medal winning products used by some of the world's leading chefs.
- Thirty chefs will appear at the World Chef Showcase (WCS), the pre-eminent event of the Crave Sydney International Food Festival in October and the WCS team are looking for premium quality produce for the chefs to use in their demonstrations. In some instances, the produce will also be served as tastings for up to 250 people. They will advise us next week if our products have been successful.

Capital Projects

- 10360- Macarthur St Community Housing, dwellings under construction, awaiting delivery; and
- 90120- Glass Report, inspections scheduled, awaiting final report; and
- 90124- Sarina Council House roof COMPLETED, stairs nearing completion; and
- 90125- Senior Citizen amenities upgrade, nearing completion; and
- 90130- Mackay City Library AND 90140 Mackay Admin bldg – Fire system upgrade, tender evaluation scheduled; and
- 90133- Mirani Museum repairs, COMPLETED; and
- 90137- Artspace anchor points, works scheduled; and
- 90347- Lagoon meeting hut fire wetting system, scheduling works; and
- 90351- Slade Point community Hall refurb, works scheduled; and
- 90352- Leap Community Hall window frame upgrade, engaged contractor and completing works schedule; and
- 90482- Sarina Sugar Shed shade/shelter construction, works scheduled; and
- 90491- Sarina Depot new amenities and upgrade, lunchroom 75% complete, new transportable building ordered and awaiting delivery; and

- 90493- Mirani Depot amenities modification, new transportable building ordered and awaiting delivery; and
- 90494- Palmyra Depot upgrade, pump house and shed works completed, remaining works to be scheduled; and
- 90148- Sarina Library refurb – Engaged roofing plumber to investigate leak and quote rectification works; and
- 90391- Community Halls- thorough condition inspections of all Halls conducted to prioritise required work.

MACKAY CONVENTION PRECINCT AND EVENTS

Management

- Undertook WH&S audits with staff as required by SafePlan
- Met with representatives from Mackay Cutters to facilitate the MECC becoming the ticket agency for Cutters matches at the Virgin Australia (Mackay) Stadium, and subsequently seat endowments for the Stadium
- Attended various de-briefs regarding the 2011 Festival of Arts
- Met with representatives from Queensland Performing Arts Centre and the Mayor, Cr Col Meng regarding the forthcoming simulcast of the Vienna Philharmonic Orchestra at the MECC
- Attended keynote speech for the 2011 State Museums and Galleries Conference held at the MECC, and actively contributed to the coordination of this event
- Guest speaker at the U3A Annual General Meeting
- Provided input into proposed management and development plans for Meadowlands at Botanic Gardens
- Attended Australian Culinary Federation Dinner at MRAEL
- Attended to various media requests
- Attended the Australian Performing Arts Centre Association annual conference and Australia Council Marketing Summit
- Finalised composition of Council's Visual Arts Advisory Committee as endorsed by Council
- Submitted funding application – Restoring Community Memorials as part of the suite of activities scheduled for the Sesquicentennial Celebrations

Mackay Entertainment and Convention Centre

Overview

- A very robust and diverse range of hirers and events utilised the MECC this August, and it is pleasing to report that an increasing amount of repeat business in the Convention Centre is being recorded. Corporate hirers / events this month included the QLD Weeds Symposium, Bowen Basin Coal Conference, Jade Corporate Careers Expo, Museums & Galleries State Conference, Tropical Medical Training, Parkrent Properties, GHD Hair, Royal Australian College of Surgeons, Council with Citizenship Ceremonies, and some private events such as a birthday party. Performing Arts hires included, Wakakirri, Student Festival of Fashion, Arj Barker, Dora the Explorer and the Ten Tenors.
- As an adjunct to Dora the Explorer, the local AFL club, conducted girls football clinics between "Dora" shows. Young girls (and boys), delighted in the football clinics where pink footballs were given away. This proved an excellent way for young children to burn off their excitement pre and post show. It is hoped the MECC will work with the

AFL again as these add on initiatives which are free of charge generate excellent attention and feedback as well as bridge the arts / sports divide.

- The rolling out of SafePlan has challenged Centre staff at a very busy time of year, and the Centre is slightly behind. It is expected that a slight lull in business in September will allow staff to catch up with SafePlan, although audits have reported as favourable indicating that “the house is in order”.
- Planning for the Eisteddfod in October is underway.

Comments

- *Thanks so much to you and your team for hospitality for our performance the other week and it was great to meet you. Your audience was lovely and the orchestra really enjoyed playing at the MECC. The workshop also went extremely well that day.*
Vikki Stanley ACO2
- *The hospitality shown by Mark Fawcett and his staff is second to none, an absolute pleasure to return to this venue.*
“Motherhood the Musical”
- *Of all the venues we’ve been working with for this road show, you and your team have been the best and so accommodating. Not to mention, the menu created by the catering company was amazing!*
Dubai Tourism

Capital Program

- The capital program is being watched carefully. The roll out of SafePlan, staff resignations and the impending Sesquicentennial celebrations are meaning staff resources are fully occupied at this point in time.

Development/Other Issues

- The Centre has been notified that judges from the Keep Australia Beautiful Committee will be attending the Centre to inspect the LED sustainable lighting project which was partly undertaken with Arts QLD funding. This initiative has made the finals of the Keep Australia Beautiful / Tidy Towns 2011 Awards.
- Recruitment of two casual theatre technicians has been completed, with two young technicians starting at the Centre in September. Advertising has been conducted to recruit a new Sales & Marketing Coordinator, following the resignation of long standing employee Kelly O’Brien. Recruiting skilled individuals for these positions is proving somewhat challenging, with extensive backfilling and training being required.
- The simulcast of the Vienna Philharmonic Orchestra in association with Queensland Performing Arts Centre is receiving excellent feedback and strong sales, and the satellite dish is now in situ.

Entrepreneurial

- Four entrepreneurial performances were held this month, one more than originally scheduled, as the postponed performance of *Motherhood the Musical* appeared this month. The touring premiere of Circus Oz received excellent feedback and media, and after a twelve year absence, Circus Oz wowed Mackay audiences. An arts programmers dream, it is wonderful to report a highly mixed demographic of young and old, able bodied and people with disabilities, family groups, indigenous groups and other community groups. Anecdotally it is pleasing to report that the Centre received much thanks for staging the Circus Oz performance with one audience member exclaiming it was the best show she had seen at the Entertainment Centre in

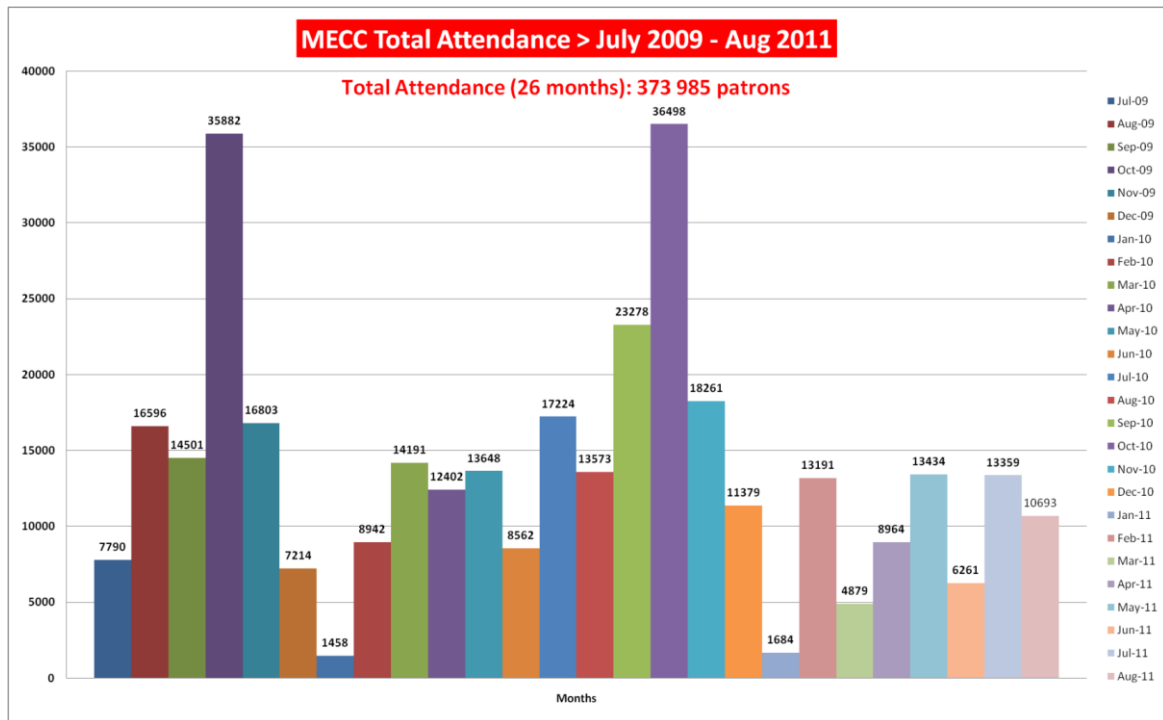
its 20 plus years of operation. *Motherhood the Musical* also received excellent attendances and rave reviews from the audience. Both *Motherhood* and *Circus Oz* returned a surplus to the Centre. ACO2, (Australian Chamber Orchestra), also performed and conducted workshops with Mackay North State High School. Students taking part in the workshops were inspired, and the MECC again received excellent feedback. Regrettably a subsidy was required to stage this performance, however a subsidy for Chamber Orchestral performances is required in large capital cities. The Julien Wilson Jazz Trio completed the month, with a small but appreciative performance. A subsidy was again required, and a funding application to Arts Queensland to defray costs in this regard was unsuccessful.

Performance

THREE YEAR COMPARISONS												
	2011-2012				2010-2011				2009-2010			
	Performances	Events	Attendance	External Ticket Sales	Performances	Events	Attendance	External Ticket Sales	Performances	Events	Attendance	External Ticket Sales
JUL	30	23	13,359	1,260	21	20	17,224	3,204	17	2	7,790	1,355
AUG	20	14	10,693	4,704	11	16	13,573	1,200	11	28	16,596	1,547
SEP					14	27	23,278	209	7	31	14,501	1,867
OCT					116	23	36,498	2,783	116	36	35,882	1,556
NOV					13	30	18,261	561	15	26	16,803	316
DEC					10	22	11,379	1,012	9	19	7,214	451
JAN					0	5	1,684	297	1	10	1,458	0
FEB					6	21	13,191	0	5	19	8,942	2,441
MAR					4	24	4,879	0	10	33	14,191	0
APR					7	18	8,964	1,397	23	21	12,402	66
MAY					11	31	13,434	62	20	29	13,648	1,263
JUN					11	18	6,261	104	12	22	8,562	2,594
TOTAL	50	37	24,052	5,964	224	255	168,626	10,829	246	276	157,989	13,456

#NOTE: October is Eistedfodd Month

Non-Financial Indicators	2011/12	as at Aug, 2011
		Year to date
Number of Performances fully cost recovered	12	4
Minimum number of catered functions (excluding performances)	140	30
Average attendance at shows	Auditorium 550	Auditorium 453
	Foyer/space 100	Foyer/space 198
	Halls 600	Halls 313
	One Hall only 200	One Hall only 115
Number of non-utilised days	90	0
Yearly occupancy of facility	150,000	13,359
Average Response time for Patrons enquiries	<48 hours	<48
Customer Hire Satisfaction	90%	98%
Ratio of Complaints to a sample of Patron Usage	5%	1%
Are adequate range of facilities being provided	70%	80%
Would you use the Centre again	70%	98%



Festivals and Events

City Centre Markets

- Three recent markets at Bluewater Quay have all been very small in size and attendees. The completion of roadworks will allow the markets to move back to Victoria Street.

Mackay Festival of Arts 9-22 July 2012

- Planning has commenced for next year's festival, it will have a heritage theme as part of the M150 celebrations. Mackay Sugar will become part of the festival program on an annual basis.

Coal to Coast Festival Saturday 10 September 2011

- Another successful Coal to Coast Festival is scheduled to take place on September 10th. Highlights include the Coal Games, Jon English, the Amazing Drumming Monkeys and the Hannah and Miley tribute show. A big thanks to the Sarina Rotary Club who are organising the markets.

River 2 Reef Festival Saturday 1 October 2011

- Planning is almost complete for this year's festival. There will be an increase in the size of the raft race run by the Childhood Support Group who are also taking over the organisation of the Pelican Push. The Leukaemia Foundation are running the Great Seafood Grill competition and Mackay Music are running the River Rocks competition. When proceeds from these events are added to the Xstrata Theiss River 2 Reef Bike Ride we are expecting that over \$100,000 will be raised on the day. The new cafe being built at Bluewater Quay will not be open for business during the festival and we have negotiated with the owner to reduce the cafe construction footprint so that as little disruption as possible is noticed.

Global Grooves Sunday 30 October 2011

- Planning has commenced in earnest to build on the success of last year's Global Grooves. At this stage there will be more ethnic food vendors than last year and more stall holders than ever before. The popularity of this event is increasing each year as indicated by participation rates and sponsorship.

Christmas Tree Lighting Ceremonies in the Mackay Region 3-10 December 2010

- Planning has commenced for the regional ceremonies and the MECC is booked for Saturday 3 December for the annual Carols in the City co-organised by ZINC FM.

Artspace Mackay

- Visitors: 2,639 during August 2011
(3,353 during August 2010)

Exhibitions:

McAleese Gallery	1 July – 13 August	<i>Contemporary Miniatures</i>
	19 August – 1 October	<i>Batik of Java: Poetics & Politics</i>
ASM Foyer	1 July – 13 August	<i>Bonney Bombach. Memento Mori: Tree of Life</i>
	19 August – 1 October	<i>Creative Generation: Excellence Awards in Visual Arts & Design</i>
Cox Rayner Gallery	29 July – 29 Oct	<i>Happily Ever After: Alternative destinies in contemporary feminine narrative</i>
Collectors' Cabinet	August - current	<i>Faberge eggs from Mel</i>
Town Hall Studio	26 August – 4 Sept	<i>A Journey of Time, in Time?</i>

Recycled Library: Altered Books touring exhibition

- Recycled Library is currently in storage before travelling to Hervey Bay Regional Art Gallery, where it's due to open on October 9th.

MacAleese Gallery / Foyer / Cox Rayner Gallery

- **Contemporary Miniatures** – This travelling exhibition from Queensland Art Gallery has been drawn from the gallery's collection of miniature paintings from South Asia.
- **Batik of Java: Poetics and Politics** – This exhibition comes to Artspace from Caloundra Regional Gallery and was created as a celebration of UNESCO recognising Javanese batik as an item of *Intangible Cultural Heritage of Humanity* in 2009. The exhibition features both batiks from the North Coast of Java and paintings from contemporary Indonesian artist Dadang Christanto (now resident in Brisbane.)
- **Memento Mori: Tree of Life** – Local artist, Bonney Bombach, honours her late centenarian parents, refugees from 1938 Vienna, in installations constructed of items such as photographs, letters and trinkets salvaged from her family home.
- **Creative Generation: Excellence Awards in Visual Arts & Design** – This exhibition highlights a range of outstanding work by visual art and design students from secondary schools throughout the Mackay region. Selected finalists from the region go on to compete in the state-wide Creative Generation Excellence Awards in Visual Art and Design.
- **Happily Ever After: Alternative destinies in contemporary feminine narrative** – This exhibition comes to Artspace from Newcastle, NSW. It sees a collaboration between artists, writers and craftspeople invited to work together to create handmade books which explore female narratives within the fairytale genre.

Collectors' Cabinet – Artspace Foyer

- The Collectors' Cabinet, which sits in the Artspace Foyer, showcases private collections of Mackay residents. This month we see an amazing collection of Faberge eggs, all hand crafted from an elderly Mackay lady, named Mel. The collection is created from a mainly rhea, emu and ostrich eggs, with many of the rarer adornments

imported from America and Europe. This display has proved extremely popular with the local community and Artspace has enjoyed many visits from different groups who've come in to see the collection displayed.

- Anyone with an interesting or unusual collection, who would like their items displayed at Artspace, is encouraged to contact the gallery directly.

Town Hall Studio

- Local Mackay artist Douglas Lenton hosted his own exhibition at the Town Hall Studio, titled *A Journey of Time, in Time?* Douglas was assisted by Artspace Exhibitions staff and the show ran from 26 August – 4 September.

Other News

- Museum and Gallery Services Queensland hosted this year's state conference in Mackay at the MECC and Artspace. This fantastic opportunity for the Mackay arts community saw scores of gallery professionals visit the region and allowed Artspace Mackay to showcase its programs and events. The conference was a huge success and Artspace received much praise from representatives of visiting institutions. During this visit, Exhibitions curator Anna Thurgood, met with Redlands Regional Art Gallery director, Emma Bain. Anna and Emma will co-curate an exhibition of artists books, many of which will be drawn from the MRC Artists Book Collection.
- Exhibitions staff Anna and Alicia, met with Library and Botanic Gardens staff to discuss events for the 2012 Mackay sesquicentenary celebrations. Together, Artspace, the Library and the Gardens will put together a travelling exhibition that will tour to satellite venues in the MRC region throughout 2012.
- Artspace loaned a collection of reference materials donated by Townsville artist, Tate Adams, to Perc Tucker Regional Gallery in Townsville. As a token of thanks, Artspace was presented with a beautiful, original print by Tate Adams, himself.

August Public Programs & Education:

6,13,20&27 August	Kids art club with Rosemary Payne – 6 weeks Saturday art classes for kids (ongoing)	<i>24 children aged 6-12</i>
9 August	BMA Kidspace	<i>172 children and parents/carers</i>
11 August	M&GSQ welcome drinks at Artspace Mackay foyer	<i>120 delegates from galleries and museums throughout Queensland</i>
12 August	Public art launch at Blue Water Quay	<i>170 in attendance</i>
19 August	Batik of java & Creative generation opening celebrations	<i>101 in attendance</i>
20 August	Floor talk by Nina Shadforth, curator at Noosa regional gallery	<i>20 adults</i>
20 August	Meet the collection	<i>15 adults and children</i>
27 August	BMA Artspace-to-go	<i>24 Moranbah children took part</i>

	<p>Moranbah kids workshops. Ashleigh and Billie-Jo travelled to Moranbah to run badgemaking workshops</p>	
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A total of 646 adults and children took part in Artspace Public Programs in August.

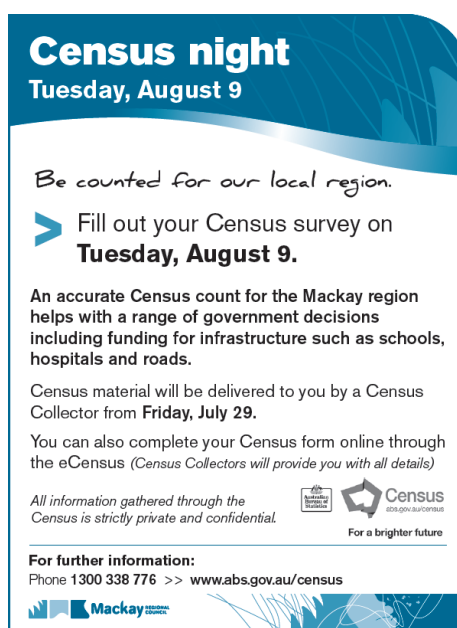
ECONOMIC DEVELOPMENT

Management

- **Council's e-business networks** were recently recognised through a national Economic Development Australia award nomination, and attracted further attention, with an invitation to feature at the national SEGRA Conference in October.
- Economic Development and Tourism Portfolio Councillor Dave Perkins is invited to present the e-business networks as part of SEGRA 2011, as an example of an effective digital model for engaging with regional business communities.

Census August 9 2011

- The Census is vital for the Mackay region. Council assisted the Australian Bureau of Statistics with census recruitment workshops and awareness campaigns throughout the first half of 2011 and in the lead up to Census night on the 9 August.
- Accurate counts of population, particularly in rapidly growing areas such as Mackay region, are critical to inform appropriate government funding levels. It's estimated that for every person missed there is a loss of \$20,000 in funding over the life of the Census. First data results from the count are anticipated in 2012.



Census night
Tuesday, August 9

Be counted for our local region.

➤ Fill out your Census survey on
Tuesday, August 9.

An accurate Census count for the Mackay region helps with a range of government decisions including funding for infrastructure such as schools, hospitals and roads.

Census material will be delivered to you by a Census Collector from **Friday, July 29.**

You can also complete your Census form online through the eCensus (*Census Collectors will provide you with all details*)

All information gathered through the Census is strictly private and confidential.

For a brighter future

For further information:
Phone 1300 338 776 >> www.abs.gov.au/census

Mackay

Yantai Children's Palace Troupe Welcome Breakfast

- Economic Development staff attended the Study Mackay event held Thursday, August 18 at the Surf Life Saving Club to welcome the students, teachers and government

officials from Yantai, PR China to the Mackay Region. In 2010, Regional Economic Development Corporation (REDC) along with business and local government representatives visited Yantai city with a view to attracting investment to the Mackay region.

- In 2011 Yantai based investment is evident in Mackay City Centre particularly in the much needed development of additional hotel accommodation. In addition to the investment attraction component, the visit to Yantai also saw the Mackay Regional Council and Whitsunday Regional Council form a 'co-operation agreement' with Yantai.
- The recent children's visit helps strengthen educational relationships and study opportunities with Yantai.

Weed Symposium Exhibit

- Economic Development offered support for Council's Health and Regulatory Services program to provide a booth at the 11th Queensland Weed Symposium at Mackay Entertainment and Convention Centre, 31 July – 3 August 2011. From outside local government, the program attracted:
 - Landowners and Managers
 - Agribusiness and Utility Providers, including power, rail, roads and water
 - State Government agencies, including Forestry, DERM, QPWS, Biosecurity Queensland and DPI
 - Australian Government agencies staff including, AQIS, Department of Defence
 - NRM Bodies
 - Landcare and Agforce Members
 - Researchers and students involved in weed management
 - Contractors and Community Project Officers
 - Farmers and Cane Growers
 - Mining Industry representatives

City Focus Advisory Committee

Breakfast with the Advisory Committee

- Members of the City Focus Advisory Committee along with Economic Development team members attended a 'Thank-you Breakfast' Tuesday, August 16 at Harrup Park Country Club, and had the opportunity to meet members from a range of council Advisory Committees, plus learn more about the Community Plan and how to become involved with this through council's engagement program.

Active in the City continues

- Active in the City continues to improve health and fitness levels, while giving additional reasons to make the City Centre a regular destination. Attendance levels are strong and improving amongst attendees and registrations.
- Print, radio, website and business network publicity has been used for the program. The program was designed with the ability to continue beyond the September 2 date (the date set for announcement of Active competition winners, in conjunction with a council Fathers Day event at Bluewater Lagoon).

City Centre marketing

City Centre TV and Radio

- City Centre marketing consultants have produced an updated Mackay City Centre marketing campaign airing through August til the end of October 2011. The campaign features TV and radio advertising for City Deals and TV advertising for the 'Day and Night' campaign.

Web

The City Centre website continues to grow with the month of August 2011 producing the best figures so far for mackaycitycentre.com.au.

- The number of total visitors was 7,039.
- For the month of August there was a total of 32,085 page views; and
- The top 5 search phrases were: Mackay City Centre, things to do in Mackay, Sydney Street Markets Mackay, Kester Real Estate and mackaycitycentre.com.au.

City Deals

- City Deals continues to grow in popularity with businesses located in the City Centre. Widespread media coverage, including TV, Radio and Print features are currently running. City Centre operators can take advantage of the media coverage to draw attention to their business. All City Centre businesses can load a City Deal, free of charge. Economic development program staff are available and pleased to assist with loading a deal, and help can be given over the phone, for greater convenience for business people.
- Developments are still in process to promote and encourage access to City Deals, including applications for mobile phones and subscription data base service, similar to Groupon. All City businesses are encouraged to get onboard with City Deals – whether day, night, professional service or retail.
- Recent press advertising in August has resulted in strong positive feedback from City Centre business.



Consultation

There has been consultation with Community Services Program Managers.

Conclusion

All programs are performing well for this stage of the year and meeting operational plan goals.

Director's Recommendation

THAT this report be received.